



POLLUTION & PROTECTION SERVICES LTD.

Solution to Pollution

Several years ago ALLAN FAN took it upon himself to make Hong Kong a cleaner, greener place.

Any sprawling metropolis around the world is presented the challenge of basic sanitation. An immense global hub, Hong Kong is rife with cleanliness problems, which span eye-sores and unpleasant odors to incubation areas for serious diseases. For all which the city is famous for, tidiness is not one of them. Pollution & Protection Services (PPS) has sought to remedy this, and has, impeccably so for more than 30 years.

While established in 1986, PPS' history begins farther back to 1978. Founder Allan Fan had built a cleaning consultant firm for trading 3M carpet and fabric cleaning, stain-repellant products. "As the use of these products required specialized knowledge, we began to provide carpet cleaning services," says Fan. "Impressed with our service quality, our customers began to seek professional environmental services from us."

Its parent company, PPS International (Holdings) Ltd., is listed on HKEX with stock no. 8201. It is equipped to develop businesses related to the cleaning field, such as sewage treatment and environment-friendly services.

Absolutely Spotless

"Over the years, our industry has consolidated to have only a few top tier professional environmental companies in Hong Kong. Customers' awareness of hygiene and cleanliness increased over the years, most especially during and after the SARS outbreak in 2003.

"In order to meet market demand for top notch professional environmental services, we have adopted many quality management systems such as ISO 9001, 14001, and 18001. We have continuous on-the-job training and hire external consultants to further develop our super-



visors and managers. Our commitment to service quality is what differentiates us from our competitors."

The company provides general and specialized cleaning services for commercial buildings and residential complexes, shopping arcades and individual shops, food courts and club houses, public transports and hubs, airport and cargo terminals, school campuses and medical facilities, and convention and exhibition halls. Waste management, disposal, and recycling, pest control, marble and granite protection and restoration, and building exterior wall cleaning comprise its specialities.

Someone has got to do it

"Our business is not only environmental services but people services," says Fan, highlighting the need to accommodate customers' needs to the extent of ability. Delivering on each request is a tall order, however. As with any company, PPS is not without its limitations.

"Labour shortage is always a problem in Hong Kong, especially for our industry," says Fan. "As our most valuable



asset, we must listen to our staff and help resolve their problems. This is an everyday challenge we face and continue to overcome."

Nevertheless, the company's record of accomplishment leaves no room for question. Its array of accreditations and awards attests to excellence and many positive environmental, as well as social contributions. So effective is PPS that it is accelerating plans to export its services and quality management systems to the PRC.

Given the region's serious need to raise and maintain a higher environmental standard, the company has no shortage of work. Pollution & Protection Services' trade is in many ways vocational, and through which Hong Kong enjoys safer, more pristine and thus, world-class surroundings. ■

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